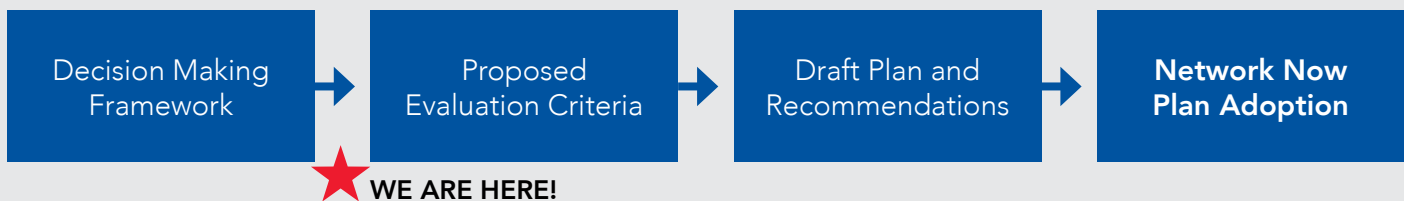


What is Network Now?

Network Now is about Metro Transit's priorities over the next four years. This plan outlines how we will make service changes as resources allow.

Where is Metro Transit in the Process?

In the first phase of the project, we engaged with stakeholders, analyzed network performance, and reviewed policy guidance to create a decision-making framework. This framework will guide the rest of the process.



Goals and Activities

The first step of Network Now, we developed a list of principles that will help set priorities for future service changes. Since transit funding and resources are limited, priorities are important: even the best transit systems have trouble doing everything well. Instead, we must balance the trade-offs between competing goals, such as speed vs. reliability, ridership vs. geographic coverage, and service frequency vs. expanded hours.

In developing the Network Now principles, we conducted extensive analysis and public outreach to understand the priorities of riders and the region. Key goals and activities included the following:

- Documenting the service changes that have been made since 2019
- Exploring changes in travel behavior due to the pandemic response and other factors
- Analyzing existing performance data
- Summarizing regional policy guidance
- Engaging over 5,000 people in a regional conversation on values
- Reviewing recent customer feedback
- Listening to all of Metro Transit's service area, including low-income and BIPOC communities



Developing a Decision-Making Framework

Policy Analysis

Metro Transit is guided by regional policy set by the Metropolitan Council. Regional policy documents establish key performance metrics and other requirements for transit service, including how different service types are distributed across the region.

For Network Now, we reviewed and summarized the policies that will guide future service planning decisions.

Network Performance

Metro Transit tracks and reports ridership and performance data to inform decisions about transit service.

For Network Now, planners looked at a broad variety of data on current performance, as well as opportunities to better serve riders. These include:

- Ridership and cost
- On-time performance
- Customer demographics
- Access to transit and jobs

Public Feedback

For Network Now, we gathered feedback through a rider and community survey, in-person stakeholder meetings, outreach on buses and trains, and customer relations records.

Here are some of the themes we heard:

- Reliability
- Ridership
- Expanded geographic access and coverage
- Increase frequency
- Equity in service

Network Now Principles for Decision Making

- Adapt service to changes in transit markets and travel patterns.
- Prepare for new METRO and high-frequency routes.
- Maintain the reliability of scheduled service consistently over time.
- Build on success to grow ridership, adding service where people use transit the most.
- Provide access to opportunities and services with a focus on advancing equity and reducing regional disparities.

What's Next for Network Now?

Metro Transit will use the decision-making framework to help establish planning guidance for adapting the network and prioritizing resources. This fall, we will develop evaluation criteria based on community feedback. Then in spring 2024, we will recommend a future service network, seek feedback, and adopt a final plan that reflects the region's priorities for transit.

For more information on Network Now, visit the project webpage at www.metrotransit.org/network-now, subscribe for [project updates](#), or contact Metro Transit staff at NetworkNow@metrotransit.org.